**Use Case UC-01**



Use case: Add fee

|  |  |
| --- | --- |
| **Use Case ID**  **Use Case Name** | **UC-01** |
| Add fee |
| **Actor** | Doctor |
| **Description** | Add new treatment fee of each patient |
| **Precondition**  **Trigger**  **Post-Condition** | The patient has received medical services at the hospital and has not yet been billed for those services. |
| The trigger for this use case would be the Hospital receiving notification that the patient's medical services have been completed and that it is time to add the fee to the patient's account. |
| The patient has been billed for the medical services received and has paid the fee. The Hospital Billing Hospital has updated the patient's record to reflect the payment and marked the fee as paid. |
| **Normal Flow** | The Hospital opens the patient's electronic medical record (record) and selects the option to add a fee.  The Hospital te service or procedure that the patient received from a list of available options.  The Hospital enters the cost of the service or procedure and any additional charges, such as medication or supplies.  The Hospital selects the payment method that the patient will use to pay the fee.  The system generates an invoice that includes the fee and any other outstanding charges.  The Hospital prints the invoice and gives it to the patient or sends it to their address on file.  The patient receives the invoice and pays the fee using the selected payment method.  The system updates the patient's record to reflect the payment and marks the fee as paid. |
| **Alternative flows**  **Exceptions**  **Priority** | If the patient disputes the fee, the Hospital can investigate the charge and make any necessary adjustments or corrections.  If the patient is unable to pay thefee in full, the Hospital can work with them to set up a payment plan or discuss other payment options.  If the fee is covered by the patient's insurance, the Hospital can submit the claim to the insurance company for reimbursement and update the patient's record once the payment is received. |
| Invalid Service or Procedure: If the service or procedure that the patient received is not listed as an option in the system, the Hospital may need to consult with a medical professional or billing specialist to determine the appropriate fee to charge.  Incorrect Cost: If the cost of the service or procedure is entered incorrectly, the Hospital may need to correct the error and generate a new invoice.  Payment Rejection: If the patient's selected payment method is declined, the Hospital may need to work with the patient to select an alternative payment method.  Insurance Coverage: If the fee is covered by the patient's insurance, the Hospital may need to verify the patient's coverage and ensure that the proper insurance information is entered into the system.  Billing Dispute: If the patient disputes the fee or believes that they have been charged incorrectly, the Hospital may need to investigate the charge and work with the patient to resolve the issue.  Refunds: If the patient overpays or if the fee is later determined to be incorrect, the Hospital may need to issue a refund to the patient. |
| Must have |
| **Frequency of Use** | High |
| **Business Rules** |  |
| **Other Information**    **Assumptions** | N/A |
| The hospital has an electronic medical record (record) system that contains accurate and up-to-date information about the patient's medical history, services received, and billing information.  The hospital has a billing system that is integrated with the record system and allows Hospital to add fees, generate invoices, and track payments.  The patient has provided accurate and up-to-date insurance information, if applicable, and has authorized the hospital to bill their insurance on their behalf.  The patient has agreed to the hospital's policies and procedures related to billing and payment, including any payment plans or financial assistance programs that may be available.  The Hospital is trained and authorized to perform the tasks required to add fees, generate invoices, and track payments in the hospital's billing system.  The Hospital has access to the necessary resources, such as medical experts or billing specialists, to resolve any exceptions or issues that may arise during the billing process.  The hospital complies with relevant laws and regulations related to medical billing and payment |

**Use Case UC-02**



Use case: Update fee

|  |  |
| --- | --- |
| **Use Case ID**  **Use Case Name** | **UC-02** |
| Update fee |
| **Actor**  **Description** | Doctor |
| The doctor update the treatment fee |
| **Precondition**  **Trigger**  **Post-Condition** | The patient has received medical services at the hospital and has already been billed for those services, but the fee for a particular service or procedure needs to be updated. |
| The doctor update treatment fee |
| The system updates the patient's record to reflect the payment and markthe updated as paid. |
| **Normal Flow** | The Hospital opens the patient's electronic medical record and selects the option to update a fee.  The Hospital selects the service or procedure that the patient received and needs to update the fee for from a list of available options.  The Hospital updates the cost of the service or procedure and any additional charges, such as medication or supplies.  The Hospital selects the payment method that the patient will use to pay the updated fee.  The system generates an updated invoice that includes the updated fee and any other outstanding charges.  The Hospital prints the updated invoice and gives it to the patient or sends it to their address on file.  The patient receives the updated invoice and pays the updated fee using the selected payment method.  The system updates the patient's record to reflect the payment and markthe updated as paid. |
| **Alternative flows**  **Exceptions**  **Priority** | If the patient disputes the updated fee, the Hospital can investigate the charge and make any necessary adjustments or corrections.  If the patient is unable to pay the updated fee in full, the Hospital can work with them to set up a payment plan or discuss other payment options.  If the updated fee is covered by the patient's insurance, the Hospital can submit the claim to the insurance company for reimbursement and update the patient's record once the payment is received.  If the updated fee is due to an error on the hospital's part, such as a billing error or incorrect information in the record, the Hospital may need to work with other hospital staff to correct the error and ensure that the patient is billed correctly.  If the updated fee is due to a change in the patient's medical condition or treatment plan, the Hospital may need to work with a medical professional to ensure that the fee is updated appropriately. |
| N/A |
| Must have |
| **Frequency of Use** | Normal |
| **Business Rules** |  |
| **Other Information**    **Assumptions** | N/A |
| N/A |